

**New Mexico Juror Exit Survey**  
**Results for the Period: December 12, 2011 –**  
**April 2, 2012**

**For further information contact:**  
**NM Administrative Office of the Courts**  
**505-827-4800**

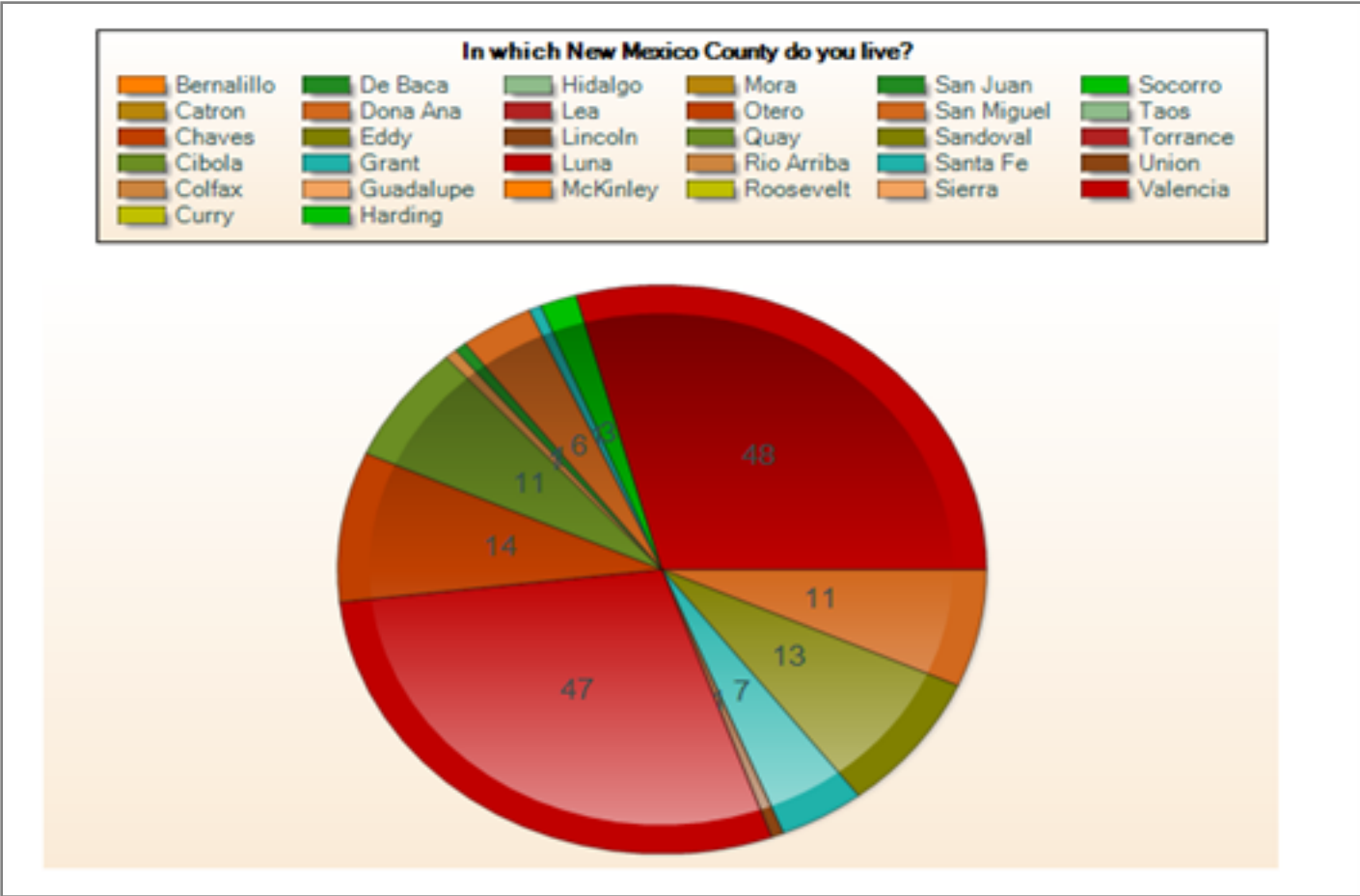
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Many thanks to all the jurors who completed the juror exit survey. Your responses, comments, and recommendations will help the New Mexico Judiciary improve the jury service experience for everyone.

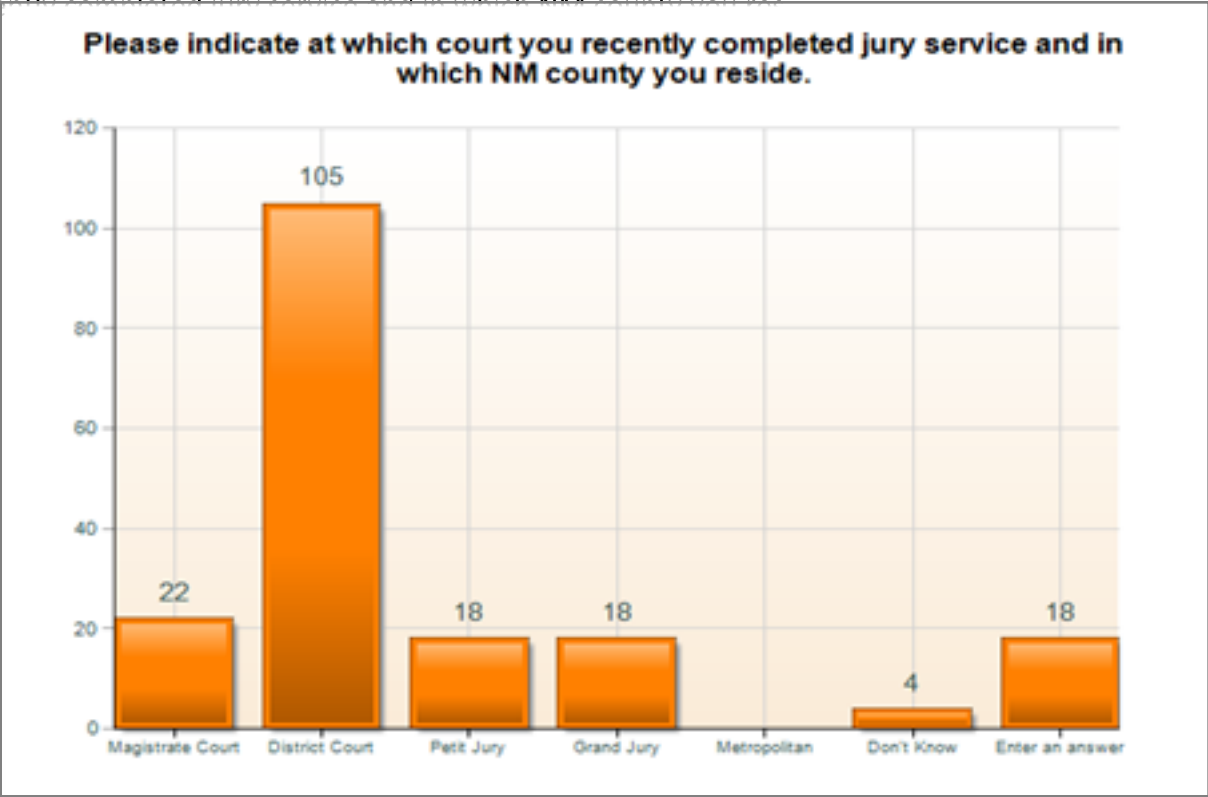
This is the first of what will be regular quarterly reporting of survey results. We are still fine-tuning the survey and the report. For feedback on both are appreciated.

**New Mexico Judiciary - Juror Exit Survey Dear Juror: The New Mexico state courts thank you for your jury service. We hope you will take a few minutes to help us evaluate and improve the jury experience by completing this survey.:** In which New Mexico County do you live?



County	Number Reporting as Residence	Percent of Total Reporting
<b>Doña Ana</b>	11	7%
<b>Eddy</b>	13	8%
<b>Grant</b>	7	4%
<b>Lincoln</b>	1	1%
<b>Luna</b>	47	29%
<b>Otero</b>	14	9%
<b>Quay</b>	11	7%
<b>Rio Arriba</b>	1	1%
<b>San Juan</b>	1	1%
<b>San Miguel</b>	6	4%
<b>Santa Fe</b>	1	1%
<b>Socorro</b>	3	2%
<b>Valencia</b>	48	29%

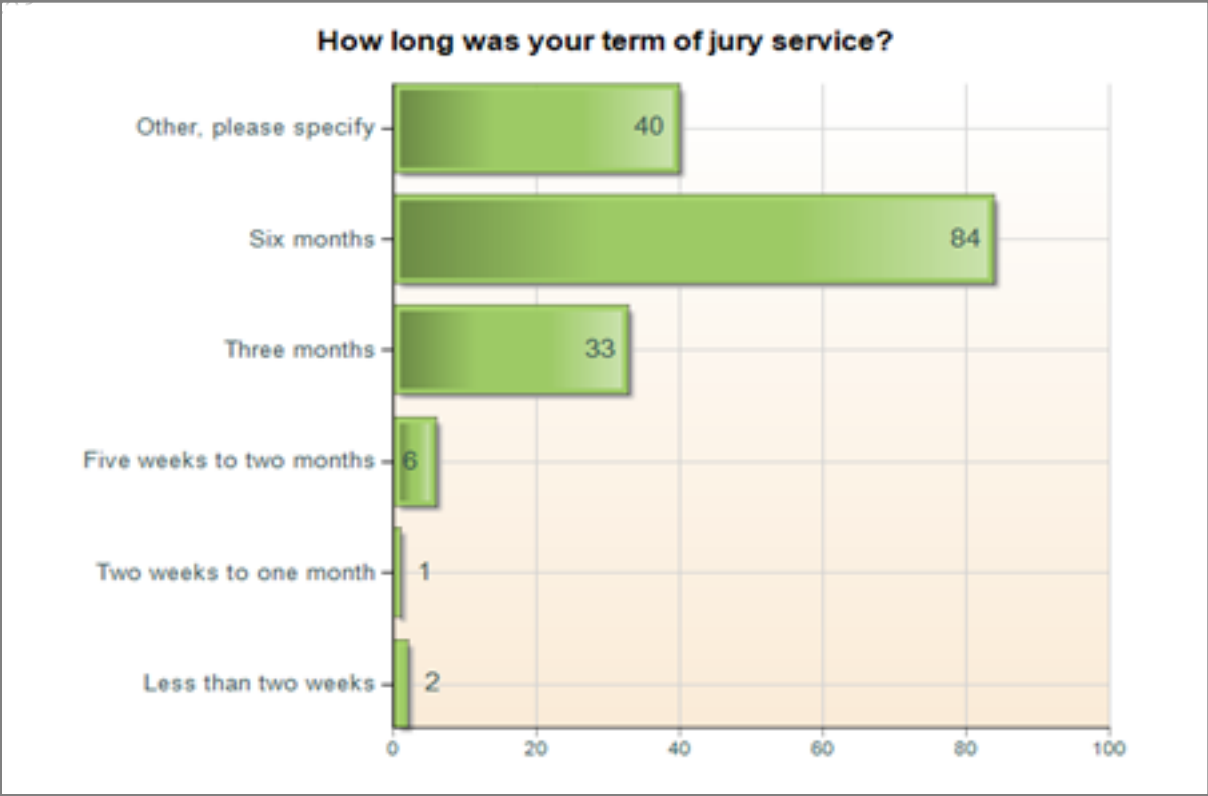
**New Mexico Judiciary - Juror Exit Survey Dear Juror: The New Mexico state courts thank you for your jury service. We hope you will take a few minutes to help us evaluate and improve the jury experience by completing this survey.:** Please indicate at which court you recently completed jury service and in which NM county you reside.



Please indicate at which court you recently completed jury service and in which NM county you reside.

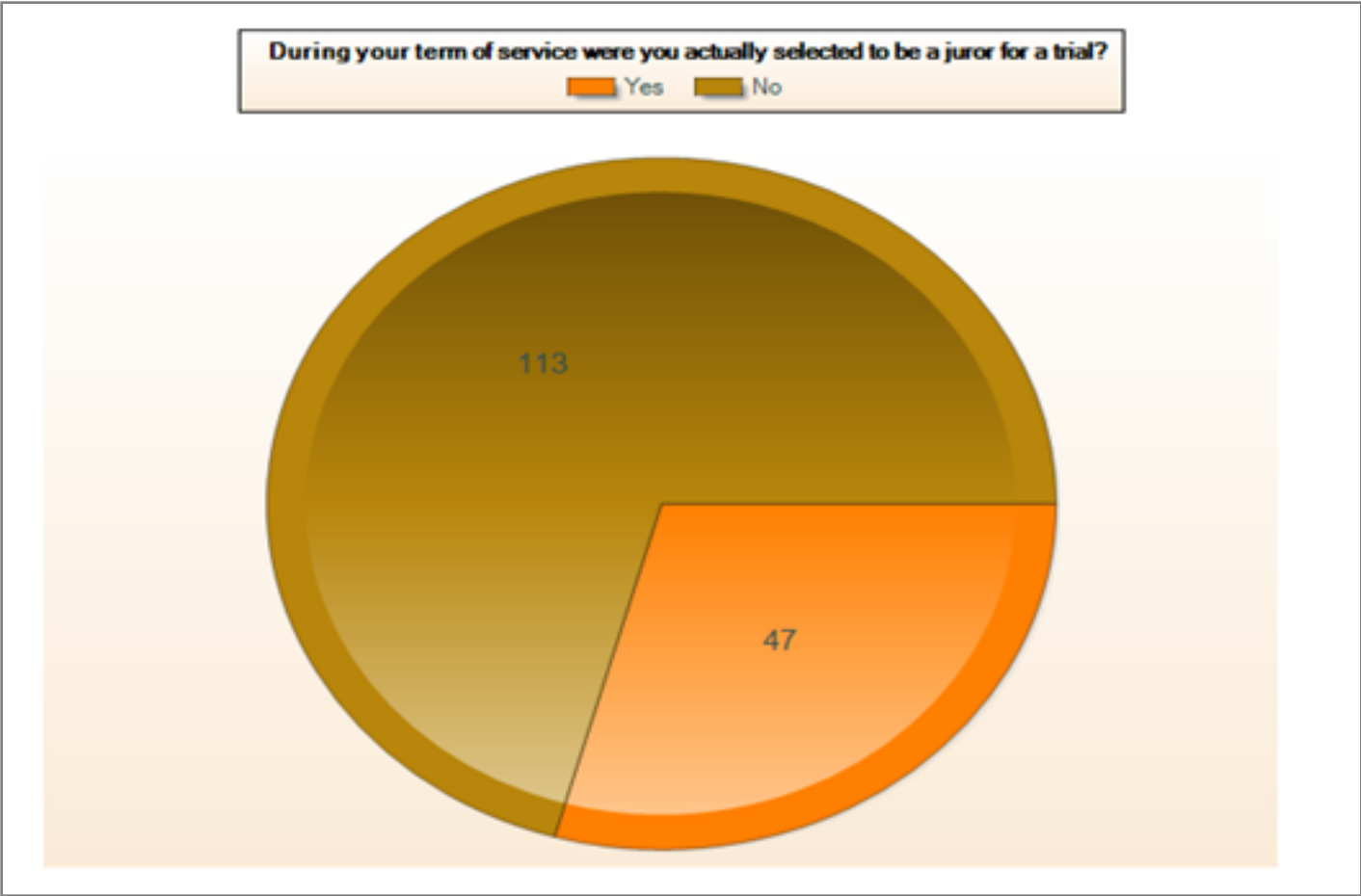
Magistrate Court	22 (13 %)
District Court	105 (64 %)
Petit Jury	18 (11 %)
Grand Jury	18 (11 %)
Metropolitan	0 (0 %)
Don't Know	4 (2 %)
Enter an answer	18 (11 %)

**New Mexico Judiciary - Juror Exit Survey Dear Juror: The New Mexico state courts thank you for your jury service. We hope you will take a few minutes to help us evaluate and improve the jury experience by completing this survey.:** How long was your term of jury service?

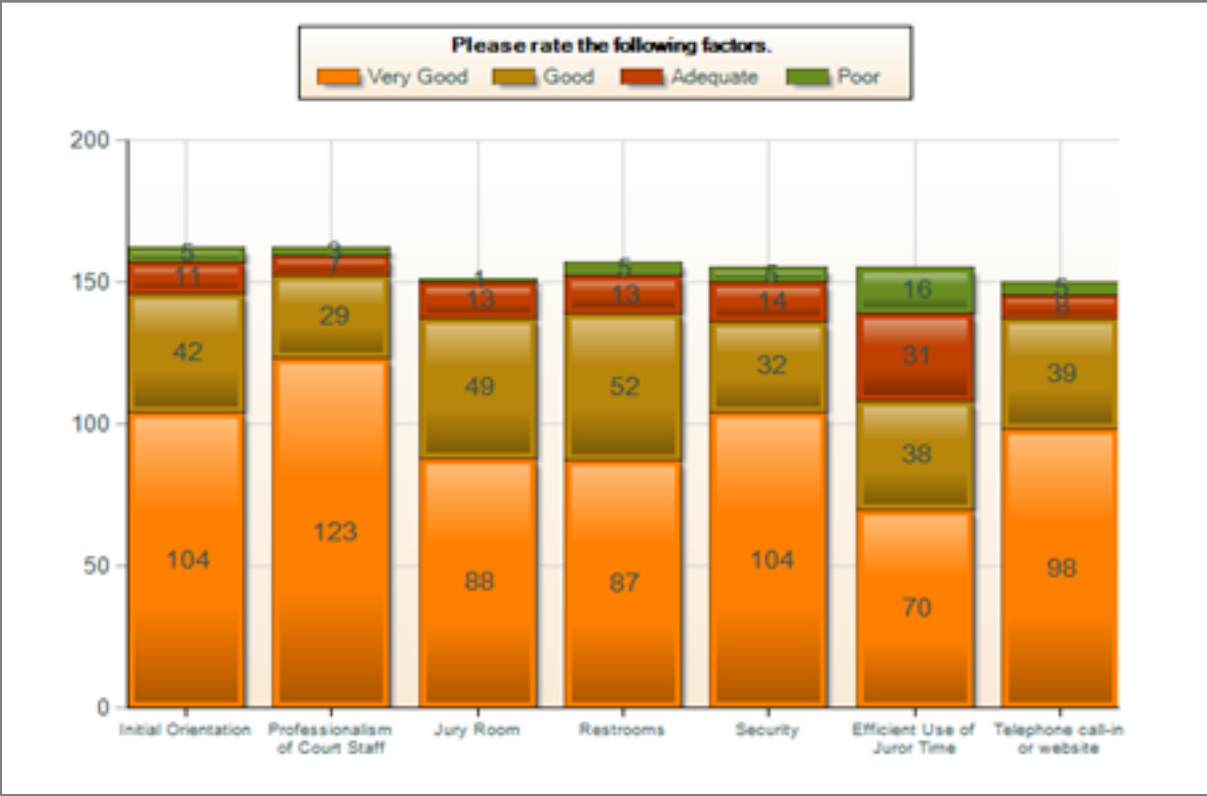


How long was your term of jury service?	
Less than two weeks	2 (1 %)
Two weeks to one month	1 (1 %)
Five weeks to two months	6 (4 %)
Three months	33 (20 %)
Six months	84 (51 %)
Other, please specify	40 (24 %)

**New Mexico Judiciary - Juror Exit Survey Dear Juror:** The New Mexico state courts thank you for your jury service. We hope you will take a few minutes to help us evaluate and improve the jury experience by completing this survey.: During your term of service were you actually selected to be a juror for a trial?



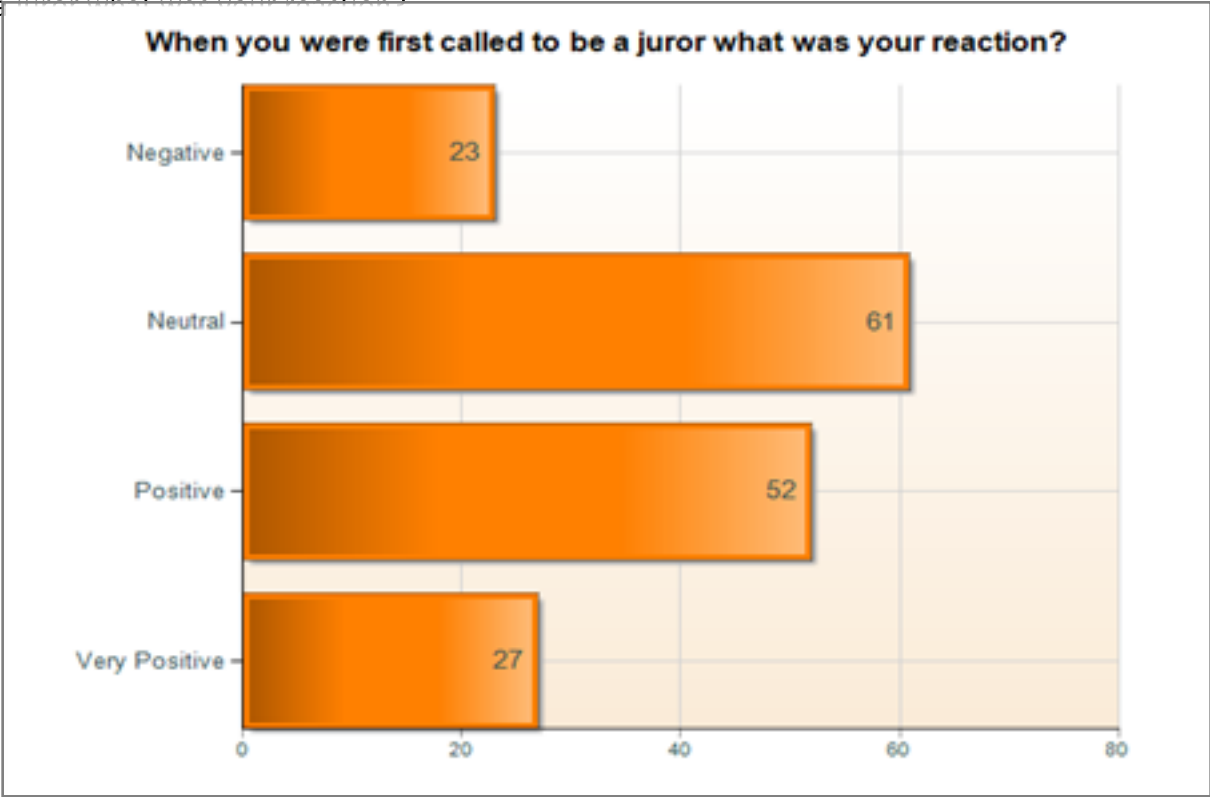
**New Mexico Judiciary - Juror Exit Survey Dear Juror: The New Mexico state courts thank you for your jury service. We hope you will take a few minutes to help us evaluate and improve the jury experience by completing this survey.:** Please rate the following factors.



Please rate the following factors.				
	Very Good	Good	Adequate	Poor
Initial Orientation	104 (64 %)	42 (26 %)	11 (7 %)	5 (3 %)
Professionalism of Court Staff	123 (76 %)	29 (18 %)	7 (4 %)	3 (2 %)
Jury Room	88 (58 %)	49 (32 %)	13 (9 %)	1 (1 %)
Restrooms	87 (55 %)	52 (33 %)	13 (8 %)	5 (3 %)
Security	104 (67 %)	32 (21 %)	14 (9 %)	5 (3 %)
Efficient Use of Juror Time	70 (45 %)	38 (25 %)	31 (20 %)	16 (10 %)
Telephone call-in or website	98 (65 %)	39 (26 %)	8 (5 %)	5 (3 %)

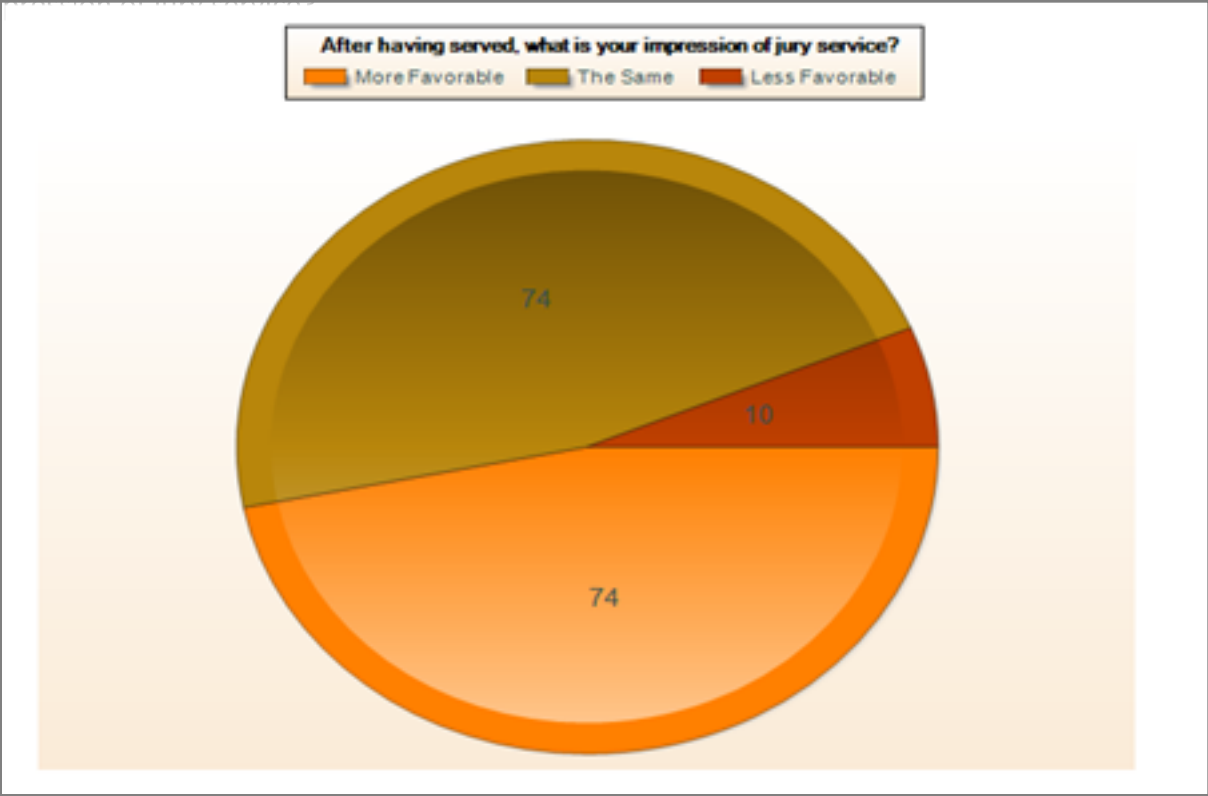


**New Mexico Judiciary - Juror Exit Survey Dear Juror: The New Mexico state courts thank you for your jury service. We hope you will take a few minutes to help us evaluate and improve the jury experience by completing this survey.:** When you were first called to be a juror what was your reaction?

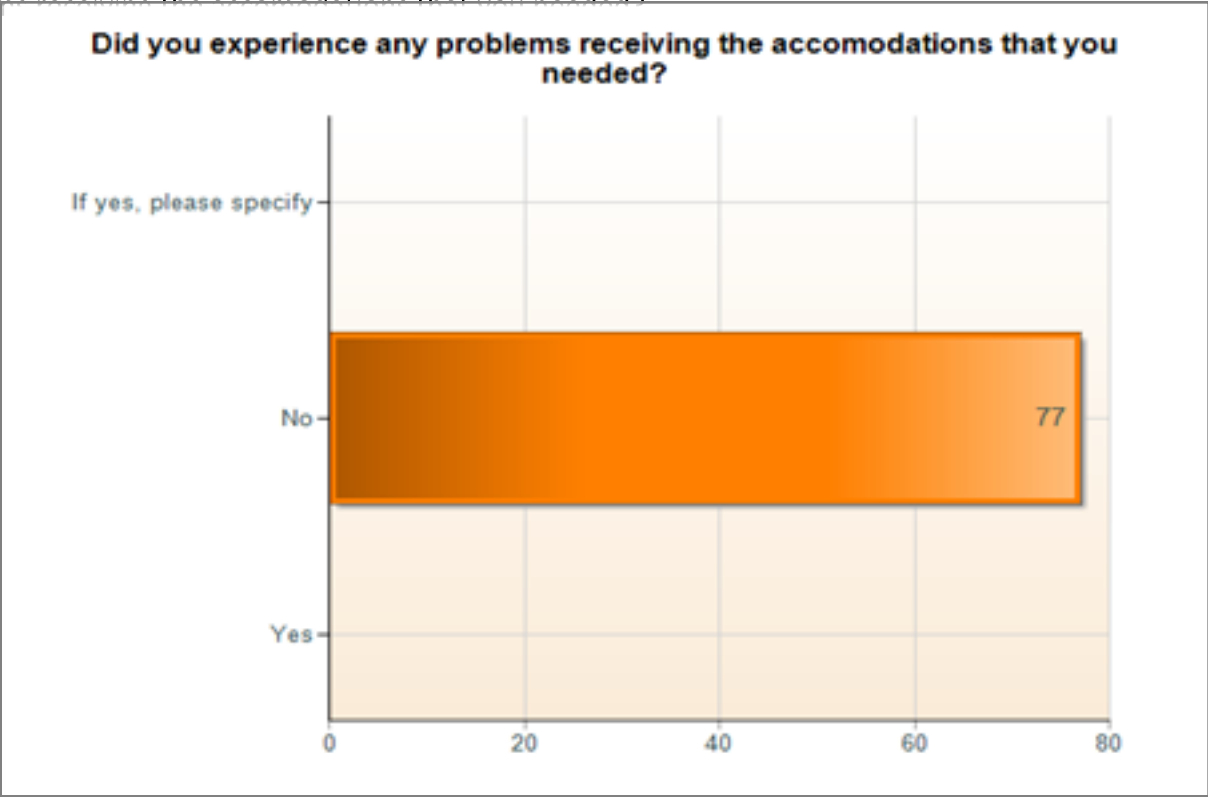


When you were first called to be a juror what was your reaction?	
Very Positive	27 (17 %)
Positive	52 (32 %)
Neutral	61 (38 %)
Negative	23 (14 %)

**New Mexico Judiciary - Juror Exit Survey Dear Juror: The New Mexico state courts thank you for your jury service. We hope you will take a few minutes to help us evaluate and improve the jury experience by completing this survey.:** After having served, what is your impression of jury service?



After having served, what is your impression of jury service?	
More Favorable	74 (47 %)
The Same	74 (47 %)
Less Favorable	10 (6 %)



Did you experience any problems receiving the accomodations that you needed?	
Yes	0 (0 %)
No	77 (100 %)
If yes, please specify	0 (0 %)

## New Mexico Juror EXIT SURVEY

Q. 10: Please share your ideas about how we might improve the juror experience.  
(Responses Received for the period December 12, 2011 – April 2, 2012)

### **Jury Selection Process**

Streamline juror selection process. There was a lot of wasted time reshuffling the jurors.

### **Manual/Written Materials**

Update the manuals and replace missing pages

The Grand Jury manuals (law instructions) were somewhat outdated and the binders are broken and falling apart. This needs to be rectified.

### **Orientation**

Make the orientation shorter. It takes too much time away from one's job, especially if one works on an hourly wage. Wish you had a comment section because I was happy to be relieved from duty two days when I had conflicts.

Orientation is a waste of time and money. Information could be distributed in a more efficient manner. We wait in line outside the building and then have to wait inside again. An hour of waiting total for a 20 minute presentation.

Orientation is a waste of time and tax payers' money. It is poorly organized. Power Point not working. Too large of a group. Time consuming. Jurors have needs, rest rooms, coughing, noisy etc.

Orientation is a waste of time and money. We had to wait in long lines outside and then wait again in long lines

inside, and then wait in crowded uncomfortable seats for orientation to start. The judge gives a speech, the jury clerks give a presentation and then we have to wait again for excuse papers. All this and I never was called. What a waste of time and money.

You waste other jurors' time who do not have to request an excuse from serving waiting on those who are requesting to be excused. I'm sure there's no simple way of doing this .

Please reduce the number of months that a person must be available for jury duty...six months is a very long time to be tied to that responsibility.

### **TERMS OF SERVICE/SIZE OF POOL**

Please reduce the number of months that a person must be available for jury duty...six months is a very long time to be tied to that responsibility.

3 months service instead of six months seems more reasonable if cost effective.

I only had to call or check on-line two times since I ended up moving out of state. One thing that I didn't like, even though I didn't serve, was that jury duty was six months. I call 2 or 3 times and wanted to have my name removed from the email notification list. I gave up trying. I was never removed.

Being selected for Jury duty service for an entire six months is very inconvenient and inconsiderate. I am a stay at home mother and found it extremely difficult to have to wait and see every Friday if I was needed for court. Not having any family or friends where I reside made this situation even more difficult for my family. I did not have anyone to care for my children while I had to go to court so my husband would have to ask for time off from work. My husband is our only income earner for our home and it was terribly inconvenient for him and his coworkers to have to accommodate their work schedule just so I can attend court for a couple of hours. If the county needs to select jurors for a length of time, three months should be sufficient enough. I petitioned to be excused from service because of my child care issues and I feel that the judge did not care. He showed no

compassion or consideration. I understand that this is a privilege but it turns into a horrible chore when you have to call every Friday for 6 months to see if you have court. I truly hope you take this into consideration and realize 6 months is too long. Thank you.

Many jurors did not show up for service and put more of a burden on the rest of us. The term of service 6 months is too long. Should be no more than 3 months.

Please reduce the number of months that a person must be available for jury duty...six months is a very long time to be tied to that responsibility.

If you have an entire panel that is NEVER called in maybe you don't need that large a pool!

### MISCELLANEOUS

Need to have more restroom breaks.

I had a good experience from the beginning. I am honored that I was chosen as a juror and would most definitely not mind doing it again.

I THINK THAT IT'S GOOD AND DOESNT NEED IMPROVEMENT!

It would be nice if this survey were easier to access. However, the process was excellent. I was very impressed with the professionalism and idealism of Alonzo Garcia in particular and the rest of the staff and judges in general. I appreciated that the system allowed that people have lives and jobs and that the jury service would accommodate them when necessary. I felt that in the orientation process, the civic duty and pride in the system was made clear. Actual enthusiasm was generated in myself and my fellow jurors, and I was even disappointed when the case we were called for was settled out of court. I can honestly say that I would be hard pressed to criticize or critique a system that seems to be running on all cylinders.

The Jurors need to be more respectful of the courtroom. I noticed "majority" would not stand up when asked any questions, like they were asked to Shorter wait time till called in the courtroom.

13<sup>th</sup> ADD THE ADDRESS AND A GOOGLE MAP TO THE COURTHOUSE TO YOUR WEB SITE!!!!!!! MAKE YOUR SITE

WORK FOR MACS. PRETTY BASIC STUFF. When we are told to be at the court by a certain time, start jury selection within 15 minutes instead of an hour. Increase the number of womens' toilets in the courthouse. We had 100 jurors and 4 toilets.

For calling in the night before scheduled trial, message re trial cancellation (or not) is not clear. It seems to me that jury service could be improved by being more expeditious initially. I understand having to wait at intermittent points during the trial, but the sitting and waiting at the beginning could be avoided.

I AM SO IMPRESSED. I AM A BANK MANAGER AND EVERYONE HAS BEEN SO PROFESSIONAL AND WAS SO IMPRESSED ON HOW SMOOTHLY EVERYTHING RAN.

Security was rude on occasion.

Did not notice any areas that needed improvement.

We were told to do this survey after our initial orientation. I haven't serve in a jury yet, we were sworn in. Thus, many of the questions in this survey don't apply to me. The court should invite us to this survey only after we have actually served.

This was a much more positive experience than my last one, same county. I am pleased with the updated system.

I think that once a person is 60 yrs of age they should not be required to serve due to age and Health problems. It is hard for law enforcement officers to serve.

We had a long criminal trial lasting until 9Pm and no one offered us any dinner.

Verify that requested excusals were granted. I have never served where requests were routinely granted so I did not want to assume they were unless I received that information directly. The jury process seemed very well handled overall.

The court should have at least more trials, so that everyone can experience as jurors. It was a positive experience and can think of no improvements. Staff, very professional. Good Process.

I do not have any suggestions to make it any better, I think the current mode is the best of a distasteful duty. I

know it has to be done but it is still a distasteful duty. Thank you.

Mr Romero was well versed and made what could have been horribly boring and drawn out, very interesting. He is well spoken and did not waste our time. I thought you did an excellent job. Very organized and efficient. Thank you.

Court room was cold during the winter.

The jury duty was very different than how i imagined it. I diffidently changed my outlook on trials in court. I would not have you guys change anything about the juror experience I had. Thank you.

I cannot think of anything; I think you are doing a very good job.

I was not selected to serve on a jury. Kevin Jaramillo was very attentive to special needs such as medical appointments, scheduled surgery and such. Excellent job all around. I had cardiac surgery during this period. None; no improvements, excellent.

Don't have any ideas at this time. All went well.

Instead of requiring our county and state people from missing work and causing such distraction to their lives. Potential jurors should be chosen from one of the biggest lists of people which is the unemployed that are receiving unemployment. They are not working and it would be a reasonable request of them to serve as a juror. Make them work for the money that we as employed persons are providing them

This jury duty came at a hard time in my life. The cooperation from Alonzo (Romero) was much appreciated. Being flexible was the most beneficial.

A place to wait while lawyers are interviewing. Vending machines, or snacks.

Maybe provide more witnesses than just law enforcement officials.

Tag to hang in car saying "juror."

A better schedule of cases to fulfill daily duty.



More padded chairs less folding for all jury members

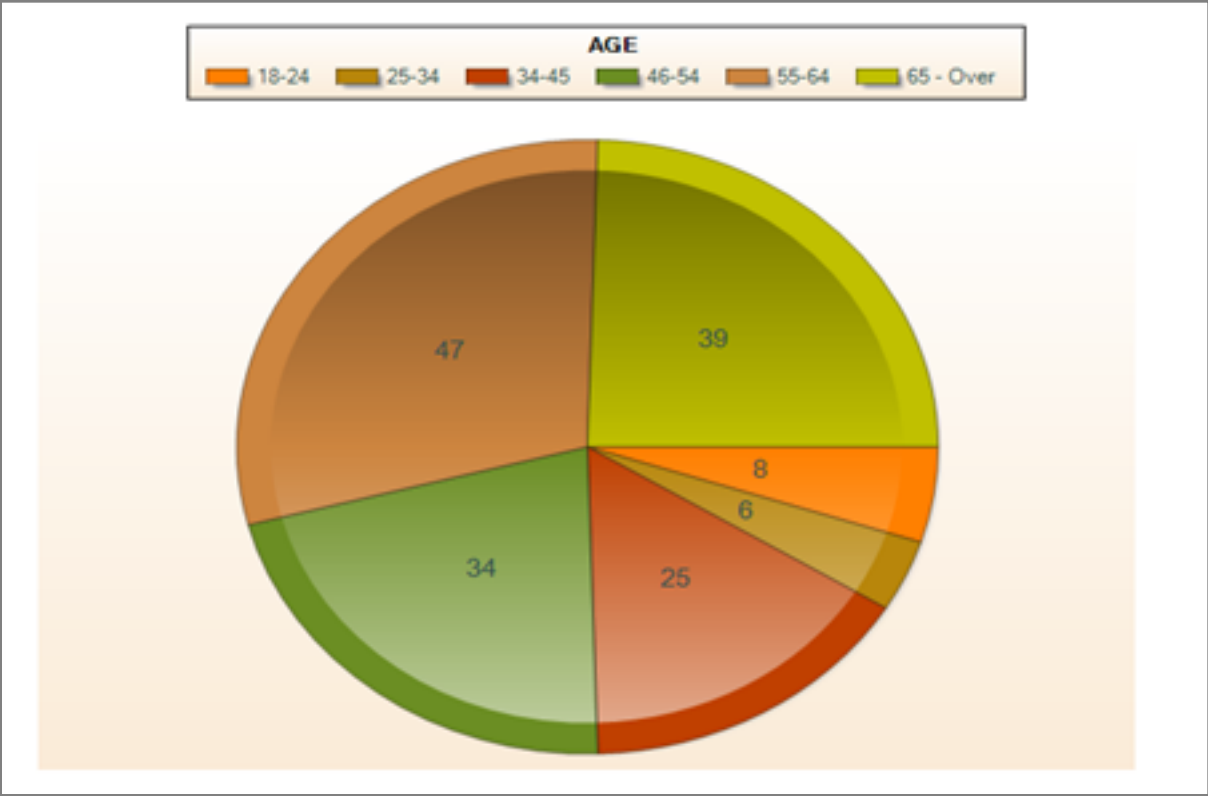
Everything was AOK...!

I do not believe that any improvement needs to be applied. The juror experience was very well managed.

The whole procedure was very professional. However, I was disappointed not ever to be chosen to actually serve on a jury.

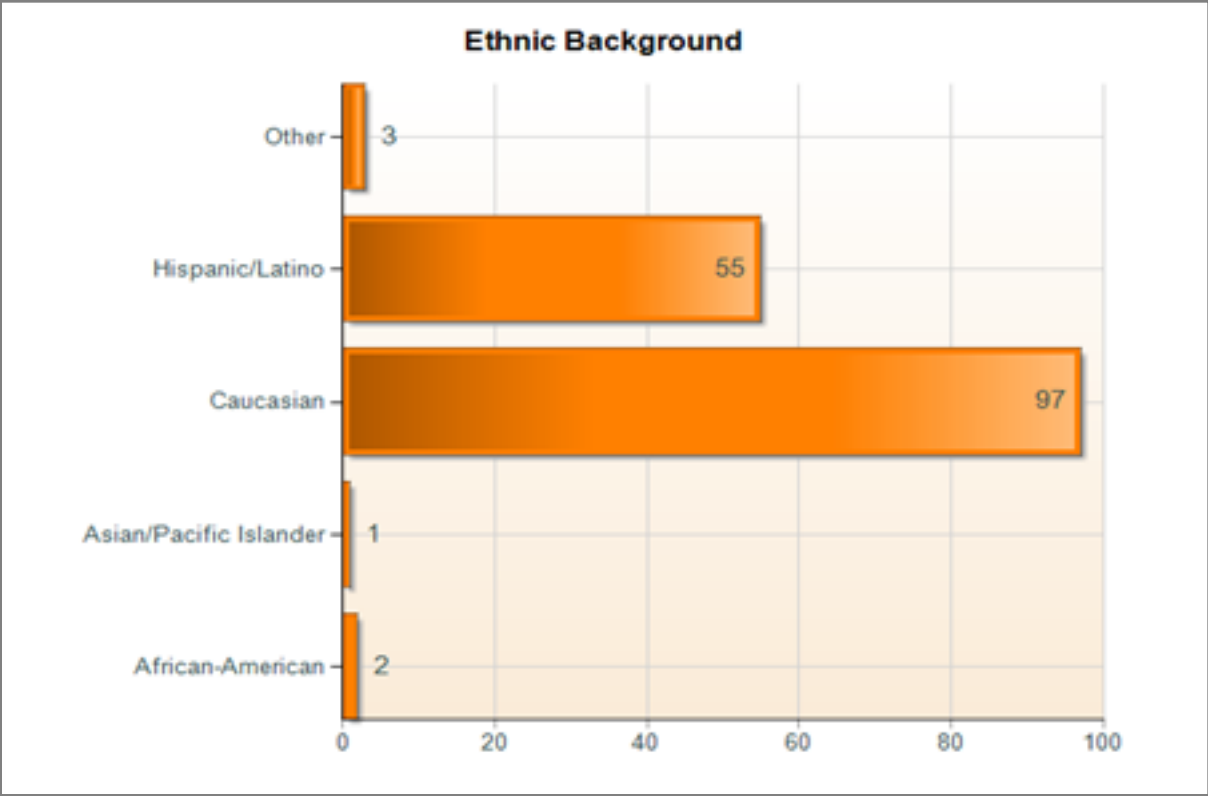
Offer Coffee.

I only served two one day trials and I found it to be a very pleasant and interesting experience. My only complaint was that it was a little cold, but I was prepared.



AGE	
18-24	8 (5 %)
25-34	6 (4 %)
34-45	25 (16 %)
46-54	34 (22 %)
55-64	47 (30 %)
65 - Over	39 (25 %)

Background



Ethnic Background	
African-American	2 (1 %)
Asian/Pacific Islander	1 (1 %)
Caucasian	97 (62 %)
Hispanic/Latino	55 (35 %)
Other	3 (2 %)